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## shutdown pending (degraded mode) critical—AutoSupport 消息

[https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/SHUTDOWN\\_PENDING\\_degraded\\_m...](https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/SHUTDOWN_PENDING_degraded_m...)

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### 适用场景

- ONTAP 9
- CallHome.shutdown。待定
- monitor.shutdown.brokenDisk
- HA Group Notification from NODE\_name (shutdown pending (降级模式))警报

### 事件摘要

#### [CallHome.shutdown。待定](#)

如果由于RAID组降级而启动自动关闭序列、并且由于没有足够的适当备用磁盘而无法重建、则会出现此消息。即、RAID组已完全降级。

- "完全降级"的定义 取决于聚合使用的RAID组类型：
  - **RAID4** - RAID组有一个磁盘缺失或出现故障

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- **RAID-DP** —RAID组有两个缺失磁盘或发生故障的磁盘
- **RAID-TEC** - RAID组有三个缺失磁盘或发生故障的磁盘
- 如果镜像聚合的两个plexes在同一定位RAID组中缺少磁盘或出现故障磁盘、则该聚合将被视为"已完全降级"。
- [在9.12.1之前的ONTAP版本中](#)，如果系统在完全降级模式下按定义的超时时间间隔运行，则会自动暂停以防止RAID组完整性故障和可能的数据丢失。
  - 默认超时为24小时。
- 如果在系统以降级模式运行时备用驱动器可用、则系统会立即开始重建故障驱动器。

## 验证

### 事件日志

```
event log show -severity * -message-name callhome*
```

```
[node1: statd: callhome.shutdown.pending:alert]: Call home for SHUTDOWN PENDING
(degraded mode)
```

```
event log show -severity * -message-name monitor.brokenDisk*
```

```
[node1: statd: monitor.brokenDisk.notice:info]: When two disks are broken in raid_dp
volume, the system shuts down automatically every 24 hours to encourage you to
replace the disk. If you reboot the system it will run for another 24 hours before
shutting down. (The 24 hour timeout may be increased by altering the "raid.timeout"
value using the "options" command.)
```

```
[node1: statd: monitor.shutdown.brokenDisk.pending:notice]: two data disks in RAID
group "/aggregate_name/plex0/rg0" are broken. Halting system in 24 hours.
```

### 命令行

要验证聚合状态、请运行 **storage aggregate show-status**

```
RAID group /aggregate_name/plex0/rg1 (double degraded, block checksums) RAID Disk Device HA SHELF
BAY CHAN Pool Type RPM Used (MB/blks) Phys (MB/blks) -----
----- dparity 0b.07.12 0b 7 12 SA:B 0 SAS 10000 1713523/3509295616 1716957/3516328368 parity 0b.07.
13 0b 7 13 SA:B 0 SAS 10000 1713523/3509295616 1716957/3516328368 data FAILED N/A 1713523/ - data
0b.07.15 0b 7 15 SA:B 0 SAS 10000 1713523/3509295616 1716957/3516328368 data FAILED N/A 1713523/ -
data 0b.07.21 0b 7 21 SA:B 0 SAS 10000 1713523/3509295616 1716957/3516328368
```

重新启动 **storage failover show** 以验证

包含需要重建/更换的磁盘的聚合是否处于部分恢复状态

```
::>storage failover show
```

Node	Partner	Takeover	
		Possible State	Description
Node-1	Node-2	true	Connected to Node-2, <b>Partial giveback</b>
Node-2	Node-1	true	Connected to Node-1.

## 解决方法

1. 检查是否存在未分配的磁盘。将其分配给需要备件才能开始重建的节点(重建开始后、状态应消失)：

```
::>storage disk show -container-type unassigned
```

```
::>storage disk assign -disk <stackID>.<shelfID>.<bayID> -owner <node name>
```

2. 如果处于 **部分返回** 状态，请完成此返回。请参阅 [磁盘在部分恢复状态下不重建或清空](#)
3. 更换任何故障驱动器。请参阅此知识库文章以检查您的部件状态- [磁盘故障- AutoSupport消息](#)

## 临时解决策

- 检查HA配对节点是否具有其他相同类型的可用备用磁盘。请遵循：[如何从HA或DR配对节点重新分配备用磁盘](#)

如需进一步帮助：

Please contact [NetApp Technical Support](#) or log into the NetApp Support Site to [create a technical case](#). Reference this article for further assistance.

## 追加信息

- [备用磁盘低分辨率指南](#)
- 从ONTAP 9.12.1开始 ([错误ID 944990](#))-[如果RAID聚合在24小时内保持降级状态](#)、系统不再暂停、则默认系统行为会更改为在聚合完全降级后不暂停。
  - 如果要保留先前的行为、请将Raim.timeout选项设置为非零值、以便系统在超时期限到期时关闭。
- [ONTAP Select如何为聚合创建、聚合添加和故障磁盘更换提供备件？](#)
- [节点关闭并显示monitor.shutdown.brokenDisk:EMERGENCY"错误](#)